



4704P020

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

STEVEN LURIE

Application No.: 10/021,877

Filed: December 13, 2001

For: **AN APPARATUS AND METHOD  
FOR ONLINE ADVICE CUSTOMER  
RELATIONSHIP MANAGEMENT**

Art Group: Unknown

Examiner: Unknown

**INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

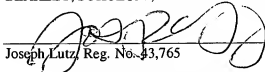
Pursuant to Rule 1.97, Applicant desires to make of record the reference(s) set forth on the attached Form PTO 1449. A copy of each reference is submitted herewith.

It is hereby stated that this Information Disclosure Statement is being filed within three months of the filing date of the subject application, therefore no petition or fee is required. However, in the event a petition is needed for consideration of this Information Disclosure Statement, Applicant hereby so petitions. Please charge any additional fee due to Deposit Account 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR &amp; ZAFMAN LLP

Date: January 16, 2002

  
 Joseph Lutz, Reg. No. 43,765
**CERTIFICATE OF MAILING**


I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231 to the Patent and Trademark Office on: January 16, 2002

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 Marilyn Bass
01/16/02

Date

<b>Form PTO-1449 (Modified)</b>				<b>Atty Docket No.:</b> 4704P020		<b>Application No.:</b> 10/021,877	
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REFERENCE DESIGNATION U.S. PATENT DOCUMENTS							
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
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<b>Examiner</b> /Romain Jeanty/	<b>Date Considered</b> May 12, 2008
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



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	Masahiko Hase, Shuji Kawakubo and Mineo Shoman, "Advanced Videophone System Using Synchronized Video Filing Equipment," NTT Review, Vol. 3, No. 4 July 1991, Pages 29-36.
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
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